



Individuals Authorized Access to the CMS Computer Services (IACS) User Guide

Attachment C – COB Coordination of Benefits

July 2008

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Important Note

The ***IACS User Guide Main Body*** contains information about, and instructions on how to complete procedures, *applicable to all IACS users*. You must have an understanding of these procedures and information to understand what is presented in this Attachment.

Please read the ***IACS User Guide Main Body*** before you begin to use this Attachment. It can be found under General User Guides and Resources at: www.cms.hhs.gov/IACS

This IACS Help Document Attachment provides instructions on how to:

1. Complete the ***Access Request*** portion of the **New User Registration** screen for Coordination of Benefits (CBO).
2. Modify your account profile.

C 1.0 COB Access Request Fields

When you began your registration process, you selected the **New User Registration** hyperlink on the **Account Management** screen. The system then displayed the **New User Registration Menu** screen illustrated in Figure C 1.

You then selected the hyperlink for the COB application and the **New User Registration** screen opened.

You completed the **User Information** portion of this screen according to the instructions provided in the IACS User Guide Main Body.

Up until this point, the information you provided was generic and identified you to IACS. Now we will examine the information fields that are specific to the COB application.

The screenshot shows the 'New User Registration Menu for CMS Applications' screen. The page header includes the U.S. Department of Health & Human Services logo and the CMS logo. The main content area is titled 'New User Registration Menu for CMS Applications' and lists several application categories with their descriptions:

New User Registration Menu for CMS User Communities	
Provider/Supplier Community	Physician, Non-Physician practitioner, individual practitioner, institutional provider, supplier or representative of one of those entities
FI/Carrier/MAC Community	Employed directly or indirectly by a Fiscal Intermediary (FI), Carrier or Medicare Administrative Contractor (MAC) as an End User of systems housed at an Enterprise Data Center (EDC) - **** COMING SOON ****
DMEPOS Community	DMEPOS Competitive Bidding Community- the Durable Medical Equipment Prosthetics, Orthotics, and Supplies (DMEPOS) Competitive Bidding Community includes suppliers of DMEPOS items and services
New User Registration Menu for CMS Applications	
MA/MA-PD/PDP/CC	Medicare Advantage/Medicare Advantage - Prescription Drug/Prescription Drug Plan/Cost Contracts
CBO/CSR	Community Based Organization/Customer Service Representative
COB	Coordination of Benefits
HETS_UI	HIPAA Eligibility Transaction System User Interface. This is a pilot with registration restricted to those organizations that are pre-approved

Figure C 1: New User Registration Menu for CMS Applications Screen

In the **Access Request** portion of the **New User Registration** screen, as illustrated in Figure C 2, the User Type field will be pre-populated with the COB application selection you made on the **New User Registration Menu** screen. A **Role** field and **Justification for Action** field are also displayed.

Figure C 2: COB User Type Displayed

The *Role* field contains a drop-down list of Roles as illustrated in Figure C 3.

You may select one of the following roles for the COB application:

- **User/Transmitter** – This role will be able to perform COB functions as required.
- **Approver** – This role will be able to approve a User/Transmitter for the COB application

C-1.1 COB – User/Transmitter

To register in IACS as a COB **User/Transmitter** you must select the user role from the drop-down list in the *Role* field as illustrated in Figure C 3.

Figure C 3: COB Role Drop-Selection

Action: Select the **User/Transmitter** role from the *Role* field drop-down list.

When you select your role, the screen will refresh and two additional, COB-specific, fields will be displayed as illustrated in Figure C 4.

These fields are:

1. The *Organization Identifier* field which contains a drop-down list of possible organizational options for you to select.
2. The *Organization Number* field is a blank input field in which you must enter your organization numbers.

Figure C 4: COB Organization Identifier Selection

Action: Select the desired organization option from the *Organization Identifier* field drop-down list.

Note: The Organization Identifier that you select will be displayed in the *Organization Identifier* field.

Figure C 5: COB Organization Number Entry

Action: Enter the *Organization Number* for your organization In the *Organization Number* field.

Action: Select the **Add** button to the right of the *Organization Number* field, to record your entry.

Note: If your organization has more than one Organization Number, enter each number separately, one at a time, and select the **Add** button after entering each number.

After each Organization Number is entered, the screen will refresh and display the entered Organization Number above the *Justification for Action* field. This is illustrated in Figure C 5.

The screenshot shows the 'Access Request' form with the following fields and values:

- User Type: COB
- Role: User/Transmitter *
- Organization Identifier: Coordination of Benefits Agreement (COBA) *
- Organization Number: [Empty] Add
- OrganizationNumber/s: 12345
- Justification for Action: Require this access for work. *

Red arrows point to the 'Next' button and the 'Justification for Action' field. A legend indicates that '*' indicates a required field. Footer text includes 'OMB: 0938-0988' and 'Effective date 5/08'.

Figure C 6: COB Justification for Action Field

Action: Enter a brief justification statement for your request in the *Justification for Action* field that is illustrated in Figure C 6. This field must include the reason you are requesting this action.

Action: Select the **Next** button when you are done filling in all the required fields on the **New User Registration** screen.

When you select the **Next** button, the system will validate the data you have entered in each of the fields on the **New User Registration** screen. If there is any invalid data or there are any required fields not filled in, the system will redisplay the **New User Registration** screen with a warning message at the top of the screen informing you of data that needs to be corrected or required fields that still need to be filled in.

When the data in all fields are valid and all required fields have been completed, the system will display a **Review Registration Details** screen in which you can review the information you entered in the **New User Registration** screen.

Go to the **Completing Your New User Registration** section in the IACS User Guide Main Body, for an example of the **Review Registration Details** screen. This section also explains how to complete the IACS new user registration process.

C 1.2 COB – Approver

To register in IACS as a COB **Approver** you must select the Approver role from the drop-down list in the *Role* field as illustrated in Figure C 7.

Access Request

User Type: COB

Role: *
 *

Justification for Action:

* indicates a required field

Next Cancel

Figure C 7: COB Role Selection

Action: Select the **Approver** role from the *Role* field drop-down list.

After the Approver role is selected, the screen will refresh and will be displayed as shown in Figure C 8.

Access Request

User Type: COB

Role: Approver *

Justification for Action: Request approval authority for this application. | *

* indicates a required field

Next Cancel

OMB: 0938-0989 Effective date 5/06

Figure C 8: COB Justification for Action Field – Approver

Action: Enter a brief justification statement for your request in the *Justification for Action* field as illustrated in Figure C 8. This field must include the reason you are requesting this action.

Action: Select the **Next** button when you are done filling in all the required fields on the **New User Registration** screen.

When you select the **Next** button, the system will validate the data you have entered in each of the fields on the **New User Registration** screen. If there is any invalid data or there are any required fields not filled in, the system will redisplay the **New User Registration** screen with a warning message at the top of the screen informing you of data that needs to be corrected or required fields that still need to be filled in.

When the data in all fields are valid and all required fields have been completed, the system will display a **Review Registration Details** screen in which you can review the information you entered in the **New User Registration** screen.

Go to the **Completing Your New User Registration** section in the IACS User Guide Main Body, for an example of the **Review Registration Details** screen. This section also explains how to complete the IACS new user registration process.

C 2.0 Modify Account Profile

You may need to modify your IACS account profile to add organization numbers to the list of those to which you already have access, to delete organization numbers to which you no longer need access, or request a role in another IACS integrated CMS Application or CMS User Community.

The following steps and screens show you how to access your IACS account profile to make desired modifications.

Action: Browse to <https://applications.cms.hhs.gov> on the CMS website.

The **CMS Applications Portal WARNING/REMINDER** screen will display as illustrated in Figure C 9.

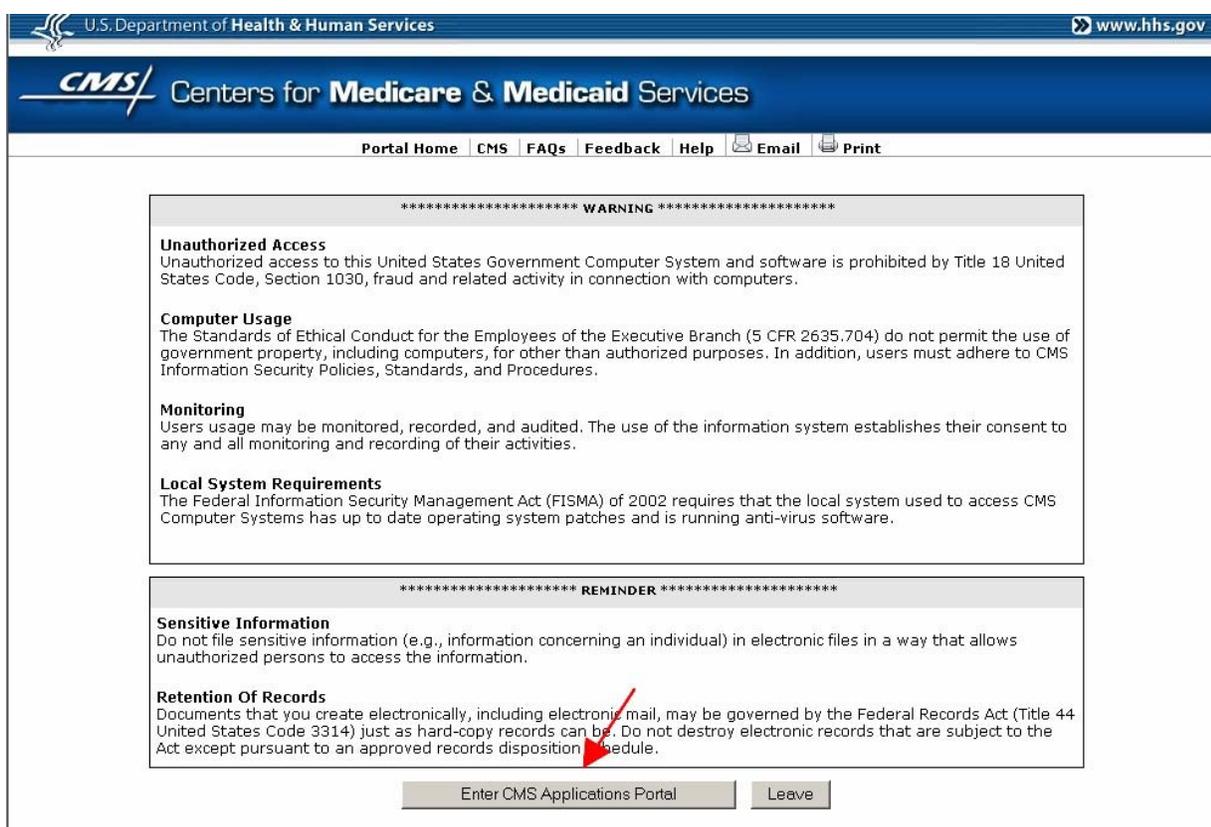


Figure C 9: CMS Applications Portal WARNING/REMINDER Screen

Action: Read the important information on this screen and indicate your agreement by selecting the **Enter CMS Applications Portal** button.

If you do not want to proceed any further and you want to exit, select the **Leave** button.

The **CMS Applications Portal Introduction** screen will display as illustrated in Figure C 10.

U.S. Department of Health & Human Services www.hhs.gov

CMS Centers for **Medicare & Medicaid** Services

Portal Home | CMS | FAQs | Feedback | Help | Email | Print

Introduction | **Account Management** | Plans | Providers

CMS Applications Portal Introduction

The CMS Applications Portal is property of the Centers for Medicare & Medicaid Services (CMS). CMS is a Federal agency within the U.S. Department of Health and Human Services. To learn more about CMS, visit the [CMS Website](#).

The CMS Applications Portal is a gateway being offered to our Business Partners to access a number of systems related to Medicare Advantage, Prescription Drug, and other CMS programs. This portal is in its initial implementation stage with new capabilities being added on a regular basis.

To use the CMS Portal you must first register and then choose a role:

- **Account Management** - Registration and user management services required to access applications within CMS' Applications Portal
- **Plans** - Health plans participating in the Medicare program such as the Medicare Advantage Plans and the Medicare Prescription Drug Plans
- **Providers** - Providers that participate in the Medicare program such as Hospitals and Physicians
- **Data Services** - Data Services for internal CMS users

[Department of Health & Human Services](#) | [Medicare.gov](#) | [Firstgov.gov](#)
[Email Updates](#) | [Privacy Policy](#) | [Freedom of Information Act](#)
Centers for Medicare & Medicaid Services, 7500 Security Boulevard Baltimore, MD 21244

Figure C 10: CMS Applications Portal Introduction Screen

Action: Select the **Account Management** hyperlink in the menu bar towards the top of the screen.

The **Account Management** screen will display as illustrated in Figure C 11.

U.S. Department of Health & Human Services www.hhs.gov

CMS Centers for Medicare & Medicaid Services

Portal Home | CMS | FAQs | Feedback | Help | Email | Print

Introduction | Account Management | Plans | Providers

Account Management

CMS has established a single system to provide user registration and user account self-service capabilities. The links below will launch the registration application for new users to request access to the applications offered within the CMS Applications Portal and the self-service application for registered users.

- » [New User Registration](#) - Apply for a CMS computer services account
- » [My Profile](#) - Manage your CMS computer services account
- » [Computer Based Training \(CBT\) For Account Management](#)
- » [Forgot Your User ID?](#)
- » [IACS Community Administration Interface](#) - For assisted user accounts management functions

Help Resources

-Provider Community users should direct questions or concerns to the External User Services (EUS) Help Desk at 1-866-484-8049, TTY/TDD at 1-866-523-4759 (Monday - Friday 7am-7pm EST) or via email at EUSsupport@cgi.com

-Medicare providers participating in the HETS UI pilot should direct questions to the MCARE help desk at 1-866-440-3805 (phone), 1-615-238-0822 (fax) or via email mcare@cms.hhs.gov

-Participants in the Post Acute Care Payment Reform Demonstration may direct questions and concerns related to the CARE application and the PAC-PRD demonstration to the RTI helpdesk by emailing help@pacdemo.rti.org or by calling 1-866-412-1510.

-Health Plans should direct questions or concerns to MMAHelp desk at 1-800-927-8069 or via email at mmahelp@cms.hhs.gov

-Suppliers for the Competitive Bidding Program should direct questions or concerns to the Competitive Bidding Implementation Contractor at 1-877-577-5331 (Phone) or via e-mail CBIC.admin@palmettogba.com

Figure C 11: Account Management Screen

Action: Select the *My Profile* hyperlink.

The **Login to IACS** screen will display as illustrated in Figure C 12.

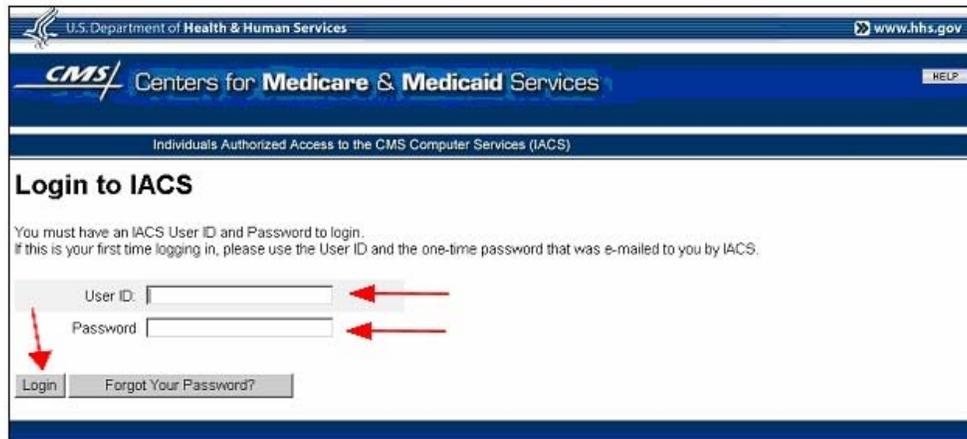


Figure C 12: Login to IACS Screen

Action: Enter your *User ID*

Action: Enter your *Password*.

Action: Select the *Login* button.

The **My Profile** screen will display as illustrated in Figure C 13.

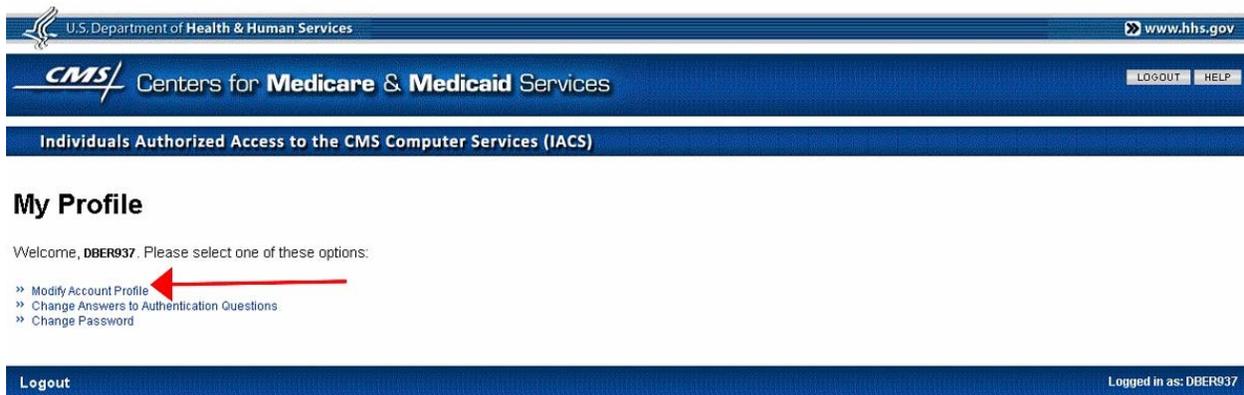


Figure C 13: My Profile – Modify Account Profile Option

Action: Select the **Modify Account Profile** hyperlink.

The **Modify Account Profile** screen will display. Selected *User Information* fields will be filled in with information you previously provided during the registration process, however, the information in these fields cannot be changed. Also, the SSN field is not displayed. Sample *User Information* fields in a **Modify Account Profile** screen are illustrated in Figure C 14.

In the **Access Request** portion of the **Modify Account Profile** screen a *Select Action* field and a **View My Access Profile** table display. Both are illustrated in Figure C 14. The **View My Access Profile** table contains the following information:

- **Community/Application: Role** – Displays your current applications or communities and your role within each application or community.
- **Profile Summary** – Displays a summary of your IACS account profile.
- **Possible Actions** – Displays a listing of possible actions that you can take based on each of your approved roles.

Note: If you have a role in more than one application or community, each application or community will display in a separate row in the table.

The screenshot shows the 'Modify Account Profile' screen. The 'User Information' section includes fields for User ID (xJG186), First Name (Dusty), MI, Last Name (Nemesia), E-mail Address (dnemesia@network.net), Office Telephone (310-444-5545), Company Name (Tourmaline Associates), Company Telephone (301-444-5555), Address 1 (5694 N. Wilson), Address 2, City (Paint), State/territory (MD), and Zip Code (75901). The 'Access Request' section has a 'Select Action' dropdown menu set to 'View My Access Profile'. Below this is a table with three columns: 'Community/Application : Role', 'Profile Summary', and 'Possible Actions'. The table contains one row with the following data:

Community/Application : Role	Profile Summary	Possible Actions
COB : User/Transmitter	Organization Number(s): 12345	As a Transmitter: <input type="radio"/> Add/Remove Organization Numbers

A red circle highlights the 'View My Access Profile' dropdown menu and the table below it.

Figure C 14. Example of COB Modify Account Profile Screen

The *Select Action* field provides a drop-down list of actions you can take when modifying your account profile. This list is illustrated in Figure C 15.

The *default* view is **View My Access Profile**, which allows you to view your existing IACS profile with all roles and provides a brief summary of entities specific to each role.

In the *Select Action* field drop-down list, you can select one of the following actions:

- **View My Access Profile** – This is the *default* view and it allows you to view your existing IACS profile with all roles and provides a brief summary of entities specific to each role. If this is the action you want to take, go to Section 2.5.
- **Modify COB Profile** – Allows you to modify your COB profile. Select this action if you want to add or remove Organization Numbers from your profile. If you add one or more Organization Numbers, the request will have to be approved by the appropriate COB Approver. Requests to delete one or more Organization Numbers do not need to be approved. If this is the action you want to take, go to Section 2.1, for COB User/Transmitters, or Section 2.2, for COB Approvers.
- **Add Application** – Allows you to select an application to which you want to request access. You can only request access to one application at a time. Select this action if you want to request access to applications other than COB. If this is the action you want to take, go to Section C 2.3.
- **Add Community** – Allows you to select a CMS Community to which you want to request access. You can only request access to one community role at a time. If this is the action you want to take, go to Section C 2.4.

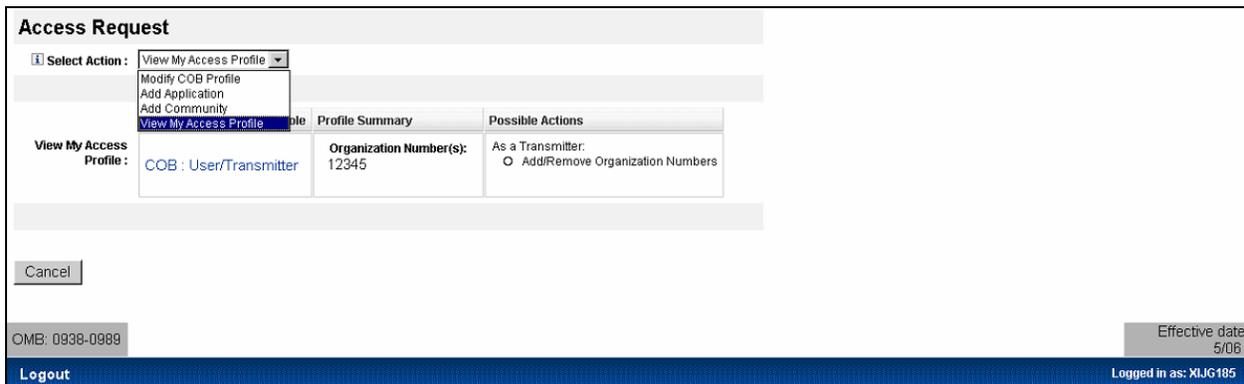


Figure C 15: Modify Account Profile – Select Action Drop-down List

Action: Select the *Action* you want to take.

Detailed explanations of each action are provided in the following subsections.

C-2.1 Modify COB Profile: COB User/Transmitter

If your role is that of **COB User/Transmitter** and you select the action of **Modify COB Profile**, the screen will refresh and display a screen similar to that illustrated in Figure C 16.

In the **Access Request** portion of the screen, the **View My Access Profile** table showing your current applications and roles **is no longer displayed**.

Access Request

Select Action: Modify COB Profile

User Type: COB

Role: User/Transmitter

Organization Identifier: COBA

Organization Number: Add

Please enter one Organization Number at a time and click the Add button.

Modify Organization Numbers:

Existing Organization Number	Organization Numbers to Remove
12345	

Justification for Action:

* indicates a required field

Next Cancel

OMB: 0938-0989 Effective date 5/06

Logout Logged in as: XJG185

Figure C 16: Modify Account Profile – COB User/Transmitter

C 2.1.1 Add Organization Numbers

If you want to **Add an Organization Number** to your current list of Organization Numbers, do the following:

Action: Enter the **Organization Number** in the *Organization Number* field.

Action: Select the **Add** button.

If you want to add another Organization Number, repeat the above Actions.

C 2.1.2 Remove Organization Numbers

If you want to **Remove an Organization Number** from your current list of Organization Numbers, do the following:

Action: In the *Modify Organization Numbers* field areas, within the *Existing Organization Numbers* area, select the Organization Number you want to remove.

Action: Select the button with the right-facing arrow.

The system will move the selected Organization Number to the *Organization Numbers to Remove* area to the right. If you change your mind, you can move the Organization Number back to the *Existing Organization Numbers* area by selecting the button with the left-facing arrow.

If you want to move all the Organization Numbers in the *Existing Organization Numbers* area to the *Organization Numbers to Remove* area, select the button with the double right-facing arrow.

If you change your mind, you can move all the Organization Numbers back to the *Existing Organization Numbers* area by selecting the button with the double left-facing arrow.

C 2.1.3 Justification for Action

Once you have finished making your modifications, do the following:

Action: Enter a brief justification statement for your request in the *Justification for Action* field. This field must include the reason you are requesting this action.

Action: Select the **Next** button when you are done entering your justification statement.

Go to the **Completing Your Account Profile Modification** section in this document for instructions on how to complete your Account Profile modification.

C-2.2 *Modify COB Profile: COB Approver*

If your role is that of **COB Approver** and you select the action of **Modify COB Profile**, the screen will refresh and display a screen similar to the one illustrated in Figure C 17.

In the **Access Request** portion of the screen, the **View My Access Profile** table showing your current applications and roles **is no longer displayed**.

As a COB Approver, you can not modify your COB Profile. There is no action for you to take if you select this action.

The screenshot shows a web interface titled "Access Request". At the top, there is a "Select Action:" dropdown menu with "Modify COB Profile" selected. Below this, the user's profile is displayed: "User Type: COB" and "Role: Approver". A "Cancel" button is located on the left side. At the bottom of the page, there is a footer containing "Logout", "OMB: 0938-0989", "Effective date 5/06", and "Logged in as: KYC217".

Figure C 17: Modify Account Profile – COB Approver

C-2.3 *Add Application*

When you select the **Add Application** action, the screen will refresh and you will be presented with a screen similar to the one illustrated in Figure C 18.

This action will allow you to request access to other CMS applications integrated with IACS.

In the **Access Request** portion of the screen, the **View My Access Profile** table showing your current applications and roles **is no longer displayed**.

A **new field is displayed** entitled *Select Application* along with the *Justification for Action* field.

The screenshot shows the 'Access Request' form. At the top, there is a 'Select Action' dropdown menu with 'Add Application' selected. Below it is the 'Select Application' field, which is a dropdown menu with a '*' next to it, indicating it is a required field. Underneath is the 'Justification for Action' field, also a dropdown menu with a '*' next to it. At the bottom left are 'Next' and 'Cancel' buttons. At the bottom right, there is a footer area with 'OMB: 0938-0989', 'Effective date 5/06', and 'Logged in as: DBER937'. A legend indicates that '*' indicates a required field.

Figure C 18: Modify Account Profile – Select Application Field

The *Select Application* field has a drop-down list of the other CMS applications integrated with IACS as illustrated in Figure C 19.

Note: Your current application would not be listed because you may only have **one role in an application**.

This screenshot shows the 'Access Request' form with the 'Select Application' dropdown menu open. The dropdown list contains the following items: 'Select Application', 'MA/MA-PD/PDP/CC', 'CBO/CSR', 'COB', and 'HETS UI'. The 'Select Application' item is currently selected. The rest of the form, including the 'Justification for Action' field and the 'Next' and 'Cancel' buttons, is visible in the background.

Figure C 19: Modify Account Profile – Select Application Drop-down List

Action: Select the desired **Application** from the drop-down list.

Please refer to the procedures for requesting access to the various CMS applications, using the Modify Account Profile option, which are provided in the following IACS Help Document Attachments:

- **Attachment A – MA/MA-PD/PDP/CC** – Medicare Advantage/Medicare Advantage-Prescription Drug/Prescription Drug Plan/Cost Contracts
- **Attachment B – CBO/CSR** – Community Based Organization/Customer Service Representative
- **Attachment D – HETS UI** – HIPAA Eligibility Transaction System User Interface

C-2.4 Add Community

When you select the **Add Community** action, the screen will refresh and you will be presented with a screen similar to the one illustrated in Figure C 20. **Error! Reference source not found.** This action will allow you to request a role in a CMS User Community.

In the **Access Request** portion of the screen, the **View My Access Profile** table showing your current applications and roles **is no longer displayed**.

A **new field is displayed** entitled *Select Community* along with the *Justification for Action* field.

The screenshot shows a web form titled "Access Request". At the top, there is a dropdown menu labeled "Select Action" with "Add Community" selected. Below this is another dropdown menu labeled "Select Community" with "Select Community" selected and an asterisk indicating it is a required field. A text area labeled "Justification for Action:" is also present with an asterisk. At the bottom left are "Next" and "Cancel" buttons. The footer contains "Logout", "OMB: 0938-0989", "Effective date: 5/06", and "Logged in as: DBER937".

Figure C 20: Modify Account Profile – Add Community

The *Select Community* field has a drop-down list containing the available CMS User Communities as illustrated in the example in Figure C 21.

Access Request

Select Action : Add Community

Select Community : Select Community *

Justification for Action:

Next Cancel

Figure C 21: Modify Account Profile – Select Community Drop-Down List

Action: Select the desired **Community** from the drop-down list.

Please refer to the procedures for requesting access to the various CMS User Communities, using the Modify Account Profile option, which are provided in the following IACS Help Document Attachments:

- **Attachment E – DMEPOS Community** – Durable Medical Equipment, Prosthetics, Orthotics & Supplies (DMEPOS) Competitive Bidding System (DBidS) Community
- **Attachment F – Provider/Supplier – Individual Practitioner**
- **Attachment G – Provider/Supplier and FI/Carrier/MAC Communities**

C-2.5 View My Access Profile

With the **View My Access Profile** action selected, the screen will look similar to the example illustrated in Figure C 22. In the **Access Request** portion of the screen, a table showing your current applications and roles is displayed. All of the applications and/or community roles for which you are approved to access are listed in this table.

There are no actions for you to take if you select **View My Access Profile**.

Note: This is the **default** view that appears when the Modify Account Profile screen first displays. If you then select the **View My Access Profile** action from the **Select Action** field, the screen will not change.

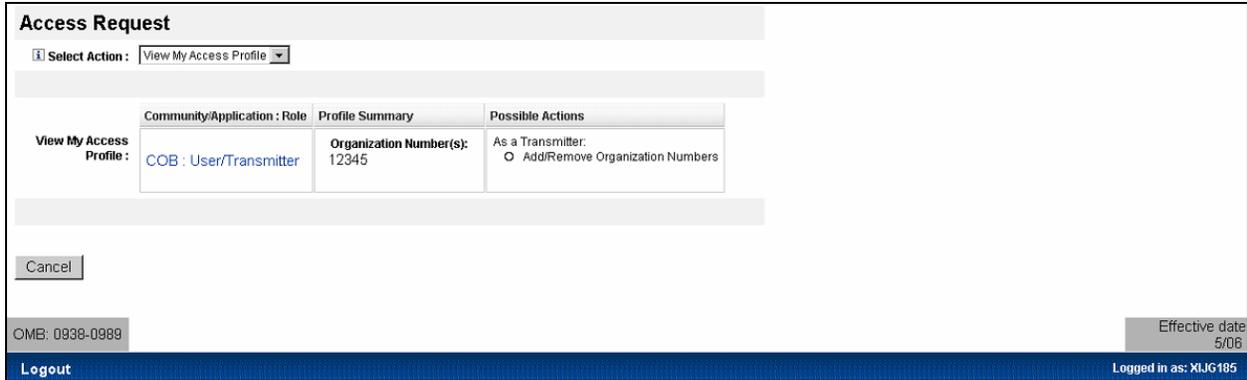


Figure C 22: Example of View My Access Profile Screen

However, if you have recently submitted a Modify Account Profile update request and the request is still awaiting approval, a *Pending Requests* table will display immediately below the **Access Request** label and contain all the requests you have submitted that are still awaiting approval. This table is illustrated in Figure C 23.

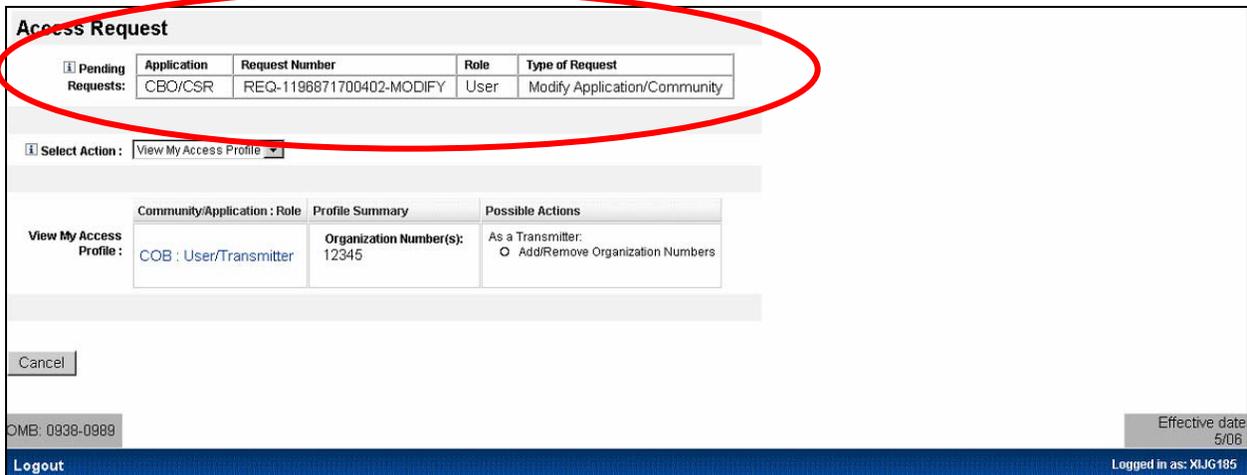


Figure C 23: Example of Pending Requests Table Screen

C 2.6 Completing Your Account Profile Modification

When you select the Next button, the system will display the **Modify Request Confirmation** screen as illustrated in Figure C 24.

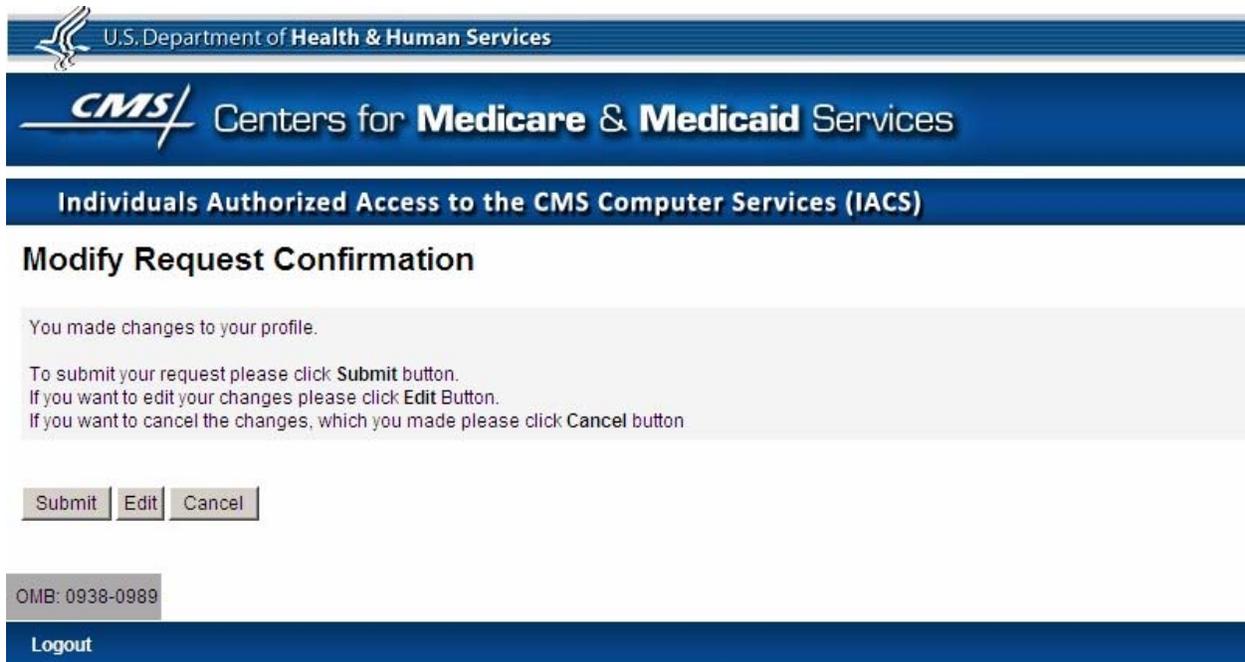


Figure C 24: Modify Request Confirmation Screen

Action: Select the **Submit** button to submit your modification request.

- To return and edit your changes, select the **Edit** button.
- If you select the **Cancel** button, your request will be cancelled and any modifications you entered will be lost. A screen indicating this will be displayed.

Note: Your modifications will not be completed unless the **Submit** button is selected.

When you select the **Submit** button, a **Modification Request Acknowledgement** screen will display as illustrated in Figure C 25. You must select the **OK** button to complete your account profile modification.

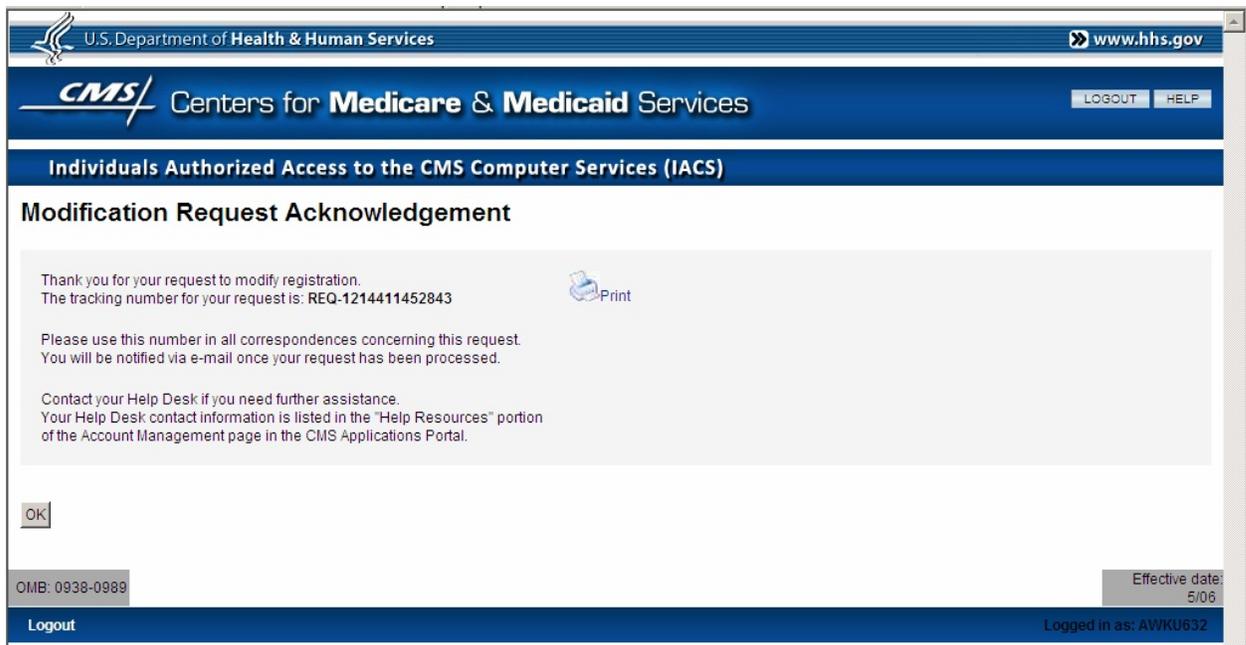


Figure C 25: Modify Request Acknowledgement Screen

The **Modify Request Acknowledgement** screen indicates your request has been successfully submitted and provides a tracking number for your request. **Record this tracking number** and use it if you have questions about the status of your request.

Note: You can print the information contained on the screen by selecting the **Print** icon.

Action: Select the **OK** button to complete the Modify Account Profile process.

The **Modify Request Acknowledgement** screen will close and the system will return you to the **My Profile** screen, Figure C 13.

C 2.7 After Your Account Profile Modification

You will be sent an email confirming that IACS has received your request and providing you with a Request Number. You should use that request number if you contact your Help Desk regarding your request.

If an email notification is not received within 24 hours after you modify your profile, please contact your Help Desk.

Your approver will be notified of your pending request via email. You will be notified via email if your requested account profile modification is approved or denied.

Note: Removal of COBA/VDSA Organization Numbers does not require approval.

End of Attachment C